

# 6003-20 Level 2 Technical Certificate in Beauty Therapy

2018

**Qualification Report**

# Contents

Introduction.....	3
Qualification Grade Distribution .....	4
Theory Exam .....	5
Grade Boundaries.....	5
Chief Examiner Commentary.....	7
Synoptic Assignment.....	11
Grade Boundaries.....	11
Principal Moderator Commentary .....	12

# Introduction

This document has been prepared by the Chief Examiner and Principal Moderator; it is designed to be used as a feedback tool for centres in order to enhance teaching and preparation for assessment. It is advised that this document is referred to when planning delivery and when preparing candidates for City & Guilds Technical assessments.

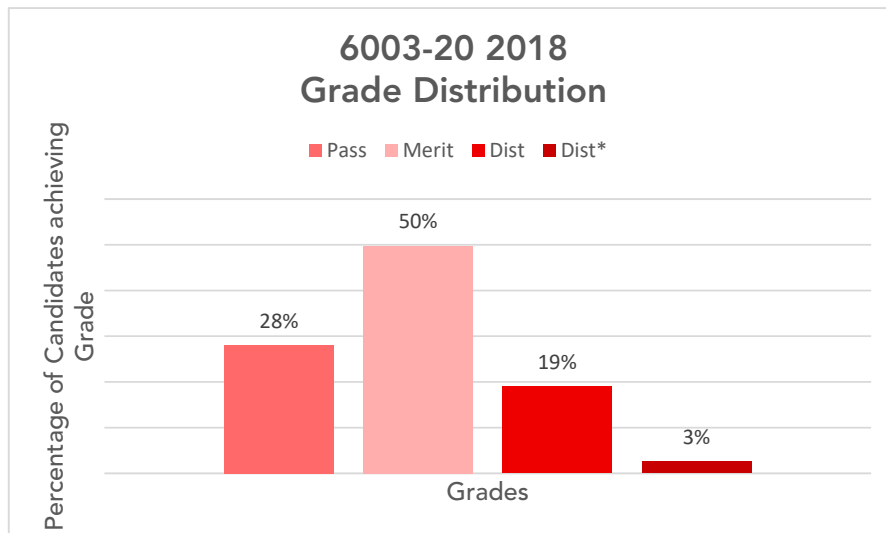
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2018 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments;

- 6003-020/520 Level 2 Beauty Therapy – Theory exam
  - March 2018
  - June 2018
- 6003-021 Level 2 Beauty Therapy – Synoptic Assignment.

# Qualification Grade Distribution

The grade distribution for this qualification is shown below;



Please note City & Guilds will only report qualification grades for candidates who have achieved all of the required assessment components, including Employer Involvement, optional units and any other centre assessed components as indicated within the Qualification Handbook. The grade distribution shown above could include performance from previous years.

# Theory Exam

## Grade Boundaries

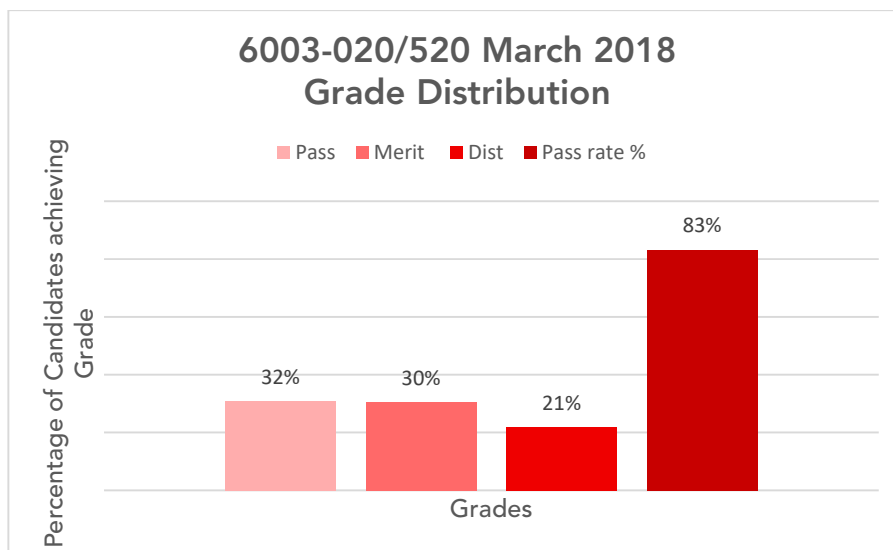
Assessment: 6003-020/520

Series: March 2018

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel;

<b>Total marks available</b>	<b>60</b>
Pass mark	24
Merit mark	32
Distinction mark	40

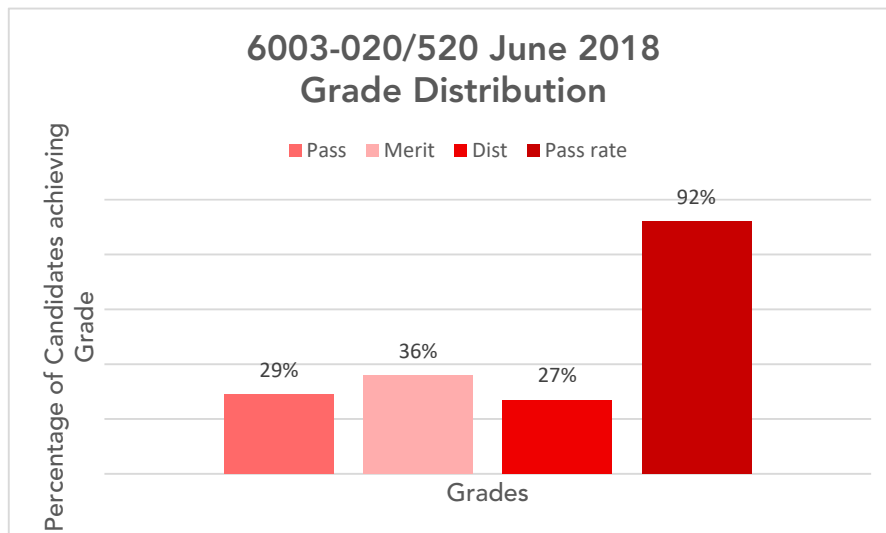
The graph below shows the distribution of grades and pass rates for this assessment;



Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel;

<b>Total marks available</b>	<b>60</b>
Pass mark	25
Merit mark	33
Distinction mark	41

The graph below shows the distributions of grades and pass rate for this assessment;



## Chief Examiner Commentary

### Series 1 – March 2018

This was the first cohort to sit the 6003-020/520 Level 2 Beauty Therapy - Theory exam. It should be noted that future exams will sample different topics and learning outcomes from the qualification, so this commentary relates to the March 2018 examination only.

Overall the paper provided sufficient stretch and challenge at this level and sampled across the entire qualification. Candidates that were successful in this examination demonstrated that they could apply industry specific terminology correctly, solve non-routine problems and show sufficient knowledge and understanding to be able to work safely and independently when carrying out treatments.

Candidates often struggled with questions where they were required to explain their understanding in a structured manner; their responses often lacked depth and breadth. They sometimes missed opportunities to gain additional marks as they provided limited responses which inadequately demonstrated understanding when the question required them to explain.

Overall, there was a poor understanding demonstrated of anatomy and physiology – critical areas of knowledge in this qualification. Candidates struggled with the structures that form the layers of the hair shaft. Many candidates misread the question and instead referenced the structure of the skin or the hair growth cycle. The majority of candidates also struggled with anatomy and physiology questions that required a deeper level of understanding. This was reflected in their responses for the functions of the blood - candidates could only provide one or two basic identification points, missing the opportunity to gain higher marks by providing follow-on explanations.

Responses were limited where candidates were asked to explain the reasons for avoiding exposure to UV light following a facial treatment. Many candidates responded with identification points on natural UV exposure and UV sun bed exposure rather than fully explaining the reasons and therefore missed the opportunity to access the full range of marks available. Some responses stated the long term effects of exposure to UV light such as cancer, pigmentation and ageing which indicated they may not have read and fully understood the question posed.

Many candidates' responses showed some confusion of the characteristics of a congested skin condition by instead providing the characteristics of an oily skin condition.

The majority of candidates demonstrated a good knowledge of the contra-indications that would prevent a manicure treatment, however some candidates lost marks due to stating the contra-indications for the feet and other focussed on what would 'restrict' rather than 'prevent' a treatment. This highlighted that candidates need to read questions carefully before answering.

Overall, candidates demonstrated a good knowledge of the principles of Personal Protective Equipment (PPE), patch testing products prior to a lash lifting treatment and the reasons for using open questions during client consultation, which resulted in higher marks being achieved.

### Extended response question

The extended response question is intended to draw on knowledge from across the qualification. A range of marks were achieved on the extended response question however, some candidates missed the opportunity to gain marks in the top band.

Marks were lost where candidates provided a basic treatment plan with step by step narrative description of treatment routines rather than providing a clear plan for treatment appointments. The treatment plans proposed were too often not in a clear logical sequence, for example suggesting waxing before a tint, full facial waxing after a facial, and a make-up trial after a facial. There was limited or no references to the clients purpose for having treatments or budget considerations.

The majority of candidates provided justified treatment plans, with options, treatment timings and links to the client's needs which resulted in middle band marks. Some responses referred to relevant aftercare advice and recommendations, although most missed considering this within their answer.

It is recommended that candidates consider all aspects of the service, taking into account the client's needs with justifications for any recommendations made.

Overall, candidates did not score high marks in the extended response question. The ability to compare, justify, discuss and evaluate a proposed, well-considered plan will give candidates the best opportunity to access the higher mark bands in questions which typically hold the highest number of marks throughout the theory question paper.

Candidates will benefit from practising examination techniques when preparing for this examination. Candidates also need to be prepared for the different types and structures of questions contained within the paper and need to be familiar with the variety of command verbs, as well as the need to read each question carefully and to respond clearly to the question given in the depth required.

Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here [https://cdn.cityandguilds.com/ProductDocuments/Beauty and Complementary Therapies/Beauty/6003/6003 Level%202/Assessment Materials/6003-20 Technical exam document 2018 v1-0.pdf](https://cdn.cityandguilds.com/ProductDocuments/Beauty%20and%20Complementary%20Therapies/Beauty/6003/6003%20Level%202/Assessment%20Materials/6003-20%20Technical%20exam%20document%202018%20v1-0.pdf)



## Series 2 – June 2018

This was the second cohort to sit the 6003-020/520 Level 2 Technical Certificate in Beauty Therapy - Theory exam. It should be noted that future exams will sample different topics and learning outcomes from the qualification, so this commentary relates to the June 2018 examination only.

Overall the paper provided sufficient stretch and challenge at this level and sampled across the entire qualification. Candidates that were successful in this examination demonstrated that they could apply industry specific terminology correctly, solve non-routine problems and show sufficient knowledge and understanding to be able to work safely and independently when carrying out treatments.

Candidates often struggled with questions where they were required to explain their understanding in a structured manner; their responses often lacked depth and breadth. They sometimes missed opportunities to gain additional marks as they provided limited responses which inadequately demonstrated understanding when the question required them to explain.

Similar to March, there was a lack of understanding demonstrated of anatomy and physiology as candidates struggled with questions that required a deeper level of understanding. This was reflected in their responses for the process of heat regulation within the skin as many candidate could only state how we keep warm rather than the explanation of the process itself. Many candidates misread the question about the layers of the skin, and instead stated the layers of the epidermis, with some candidates listing the structures of the hair which was a question in the March series. This highlighted that candidates need to read questions carefully before answering.

The majority of candidates struggled to provide an explanation for the use of effleurage techniques during a facial treatment, stating desquamation and stimulation of the sebaceous gland to secrete oil, which showed a lack of understanding.

Responses were limited where candidates were asked to explain the reasons for using a cuticle oil. Many candidates responded with identification points on moisturising the cuticle rather than fully explaining the reasons and therefore missed the opportunity to access the full range of marks available. Some responses stated use of other cuticle products which indicated they may not have read and fully understood the question posed.

Many responses showed some confusion of the contra-indications that would 'prevent' a facial treatment, providing contra-indications that 'restrict' or that were not found on the face. This also highlighted that candidates need to read questions carefully before answering.

Overall, candidates demonstrated a good knowledge of the safe environmental conditions that must be maintained by therapists and tools that can be used when treating cuticles during a pedicure treatment which resulted in candidates gaining the majority of marks available in those topic areas.

### **Extended response question**

The extended response question is intended to draw on knowledge from across the qualification. A range of marks were achieved on the extended response question however, some candidates missed the opportunity to gain marks in the top band.

Marks were lost where candidates provided a basic treatment plan with step by step narrative description of treatment routines rather than providing a clear plan for treatment appointments.

There was limited or no references to the client's purpose for having treatments or budget considerations resulting in the majority of candidates accessing marks in band 1 or 2.

The majority of candidates provided some justifications for their treatment plans but with limited options for future treatments, treatment timings and links to the client's needs which resulted in lower band marks. Some responses referred to relevant aftercare advice and recommendations, although most candidates missed considering this within their answer.

It is recommended that candidates consider all aspects of the service, taking into account the client's needs with justifications for any recommendations made.

Overall, candidates did not score high marks in the extended response question. The ability to compare, justify, discuss and evaluate a proposed, well-considered plan will give candidates the best opportunity to access the higher mark bands in questions which typically hold the highest number of marks throughout the theory question paper.

Candidates will benefit from practising examination techniques when preparing for this examination. Candidates also need to be prepared for the different types and structures of questions contained within the paper and need to be familiar with the variety of command verbs, as well as the need to read each question carefully and to respond clearly to the question given in the depth required.

Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here [https://cdn.cityandguilds.com/ProductDocuments/Beauty\\_and\\_Complementary\\_Therapies/Beauty/6003/6003\\_Level%202/Assessment\\_Materials/6003-20\\_Technicals\\_exam\\_document\\_2018\\_v1-0.pdf](https://cdn.cityandguilds.com/ProductDocuments/Beauty_and_Complementary_Therapies/Beauty/6003/6003_Level%202/Assessment_Materials/6003-20_Technicals_exam_document_2018_v1-0.pdf)

# Synoptic Assignment

## Grade Boundaries

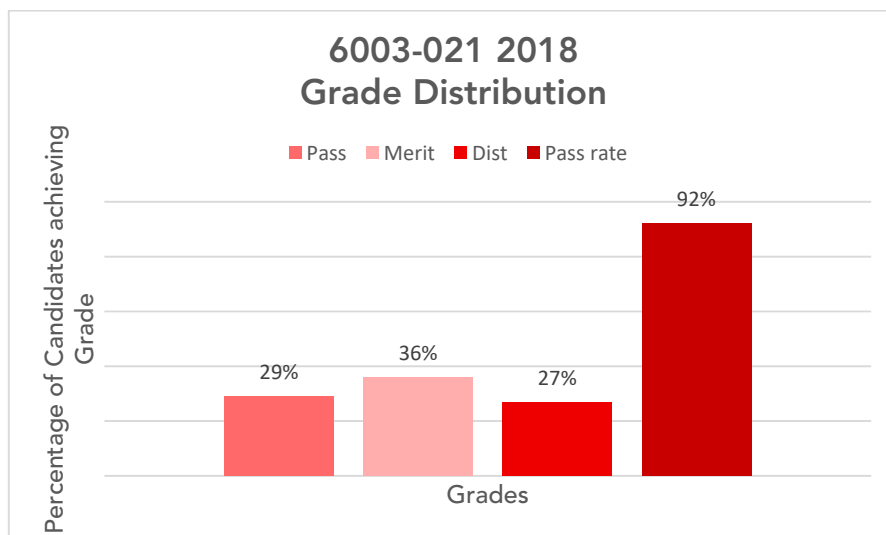
Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel;

Assessment: 6003-021

Series: 2018

<b>Total marks available</b>	<b>60</b>
Pass mark	25
Merit mark	35
Distinction mark	45

The graph below shows the distributions of grades and pass rate for this assessment;



## Principal Moderator Commentary

The assignment brief and tasks provided were sufficient to explain the areas in which the candidate should research and the areas on which they should report, comment and perform various practical tasks. The two tasks are a true reflection of real working practices as the candidates have to complete one task on a client that was unknown to them and one task on a client that they could source. With both clients the candidates had to converse and conduct full consultation gathering information to decide the best order of treatments, product and colour choices.

Task one included a gel polish manicure, pedicure and day make-up to be carried out on client that was known to them. Task two included a facial, eyebrow shape, eyelash tint, ½ leg wax and bikini wax to be carried out on a client that was not known to them. Both tasks were carried out over realistic salon timings and after the task the candidates had time to write up their treatment plans and evaluate their working practices.

The candidates were provided with recording forms to complete for each task which included the consultation and treatment plans and this allowed the higher level candidates to excel and to bring together all their knowledge and understanding in devising the most appropriate treatment package.

Higher achieving candidates showed consistency throughout the synoptic assessment and this was reflected in marks allocated across the assessment objectives. There was a definite divide between the higher and lower candidates. The higher scoring candidates worked to a high standard meeting the needs of the client and demonstrating fluency with skills as well as excellent client care with detailed justifications of the chosen treatments. The lower scoring candidates seemed to lack confidence and fluency of skills; they also did not seem to spend time considering the best sequence of treatments as clients were being turned many times, asked to get on the couch and off the couch in order to change the coverings etc.

AO1 – The lower scoring candidates demonstrated basic knowledge of treatments and their benefits, general after care advice, hygiene practices and health & safety which is required when preparing the working area to a suitable standard. Higher scoring candidates demonstrated comprehensive knowledge of requirements for preparation of the working area, including specific advice and recommendations to the client.

AO2 – The lower scoring candidates carried out treatments in an illogical order, by mostly following the order listed in the task. Higher scoring candidates demonstrated the ability to adapt and justify treatments by using consultation techniques to identify treatment objectives, skin analysis, adaptations to suit the clients' needs. These candidates also demonstrated excellent understanding of anatomy and physiology as well as product benefits.

AO3 – A strong performance was demonstrated in this AO, the majority of candidates' demonstrated safe application of treatments and most candidates achieved marks within band 2 and 3. For most, personal hygiene, posture, preparation of treatment area, Health and Safety was adhered to throughout the assessment. Quality of skills were varied as only the high scoring candidates' adapted treatment plans to match the client's treatment needs. The lower scoring candidates demonstrated a lack of dexterity especially within the waxing element of the task.

AO4 – The higher scoring candidates linked client consultation, treatments and made relevant adaptations based on treatment objectives as well as provided advice and guidance based on treatments provided and client treatment objectives. In some cases time management was good; but for many lower scoring candidates time management was poor as extra time was spent preparing the working areas and not thinking logically about the order of treatments as

clients were on the couch, off the couch and back on the couch. The lower scoring candidates also tended to leave clients for periods of time to sort out tools and products and during the assessment.

AO5 - The higher scoring candidates demonstrated attention to detail in their personal presentation, preparation and maintenance of treatment area. They maintained their focus on the client throughout treatments and recorded client records accurately. The lower scoring candidates provided a brief evaluation of the treatment process and of their experiences. The majority of candidates demonstrated consistent professional client care when attending to the client's needs.

### **Best practice**

Centres are required to ensure the suitability of sourced clients as in some instances candidates seemed to have selected clients for the manicure gel polish with very short and bitten nails which prevented them from showcasing their skills.

Photographic evidence was required for task 1 and this was very varied as some candidates provided shots that were of excellent quality whereas others were taken from afar which made it very difficult to see the finished results. Candidates are required to provide the required amount of photographs as stipulated within the synoptic assessment.

Best practice was observed where the markers used the practical observation feedback sheets and made detailed and justified commentary based on what they saw during each stage of the assessment and made clear reference to the AO's and the band descriptors. The information contained on the practical observation feedback sheet was used along with the treatment plans, candidate evaluation and client feedback to complete very detailed centre record forms.

Centres should not use their own or industry branded forms. In some instances, candidates used face mapping proformas as part of their client consultation and which made it difficult to differentiate between high and low scoring candidates. Candidates must only use the client consultation forms provided as part of this assessment. It has been designed specifically for this assessment and written in a way so as to provide candidates with opportunities to show their breadth of knowledge and depth of understanding, which will enable tutors to differentiate between candidates.